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Attorney Docket No.: 27996-133

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Peter Tavernese Jr. Examiner: Nguyen, Quynh H.

Serial No.: 09/745,305 Group Art Unit: 2642

Filed: December 21, 2000 Confirmation No: 2060

Title: **CUSTOMER SERVICE RESPONSE SYSTEM FOR INTERACTION WITH
CUSTOMER SERVICE AGENTS**

MAIL STOP APPEAL BRIEF - PATENTS

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

TRANSMITTAL LETTER

Sir:

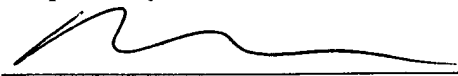
Transmitted herewith for filing in the above-referenced patent application are the following documents:

1. Appellants' Brief Pursuant to 37 C.F.R. 41.37 (in triplicate) (28 pgs);
2. Petition for One-month extension of time (1 pg);
3. Check # 4731 for \$540.00;
4. Check # 4732 for \$130.00; and
5. Return Postcard.

Although Applicants believe that no additional fees are due in connection with this submission, the Director is authorized to charge any deficiencies due, or to credit any overpayment, to the undersigned's account, Deposit Account No. **50-0311** Ref. No. **27996-133**, Customer No. **35437**.

Dated: December 22, 2008

Respectfully submitted,


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